

Position Title: Personal Alarm Response Monitor – Safety Link

Campus: Safety Link

Directorate: Aged and Community Care

Department: Safety Link

Reporting to: Call Centre Team Leader

Direct Reports: NIL

Appointment Terms/Conditions:

Classification and Code: Admin Grade 1 (HS1)

Enterprise Agreement: Health and Allied Services, Managers and Administrative Workers (VPS) Enterprise Agreement

ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021. Drawing on a regional history of over 150 years, we provide service to over 250,000 Victorians, operate across 21 campuses and sites, and employ more than 7,000 dedicated professionals. Our values reinforce our commitment to providing high-quality, accessible healthcare services close to home. Our mission is to serve the communities of the Grampians region with comprehensive care, ensuring every individual receives the attention they deserve. For more information, visit www.grampianshealth.org.au.

Collaboration	Compassion	Accountability	Respect	Innovation
<i>We are stronger together.</i>	<i>We show that we care.</i>	<i>We do what we say and say what we do.</i>	<i>We appreciate and value all people.</i>	<i>We adapt and innovate to achieve best outcomes.</i>
Recognising and utilising strengths to share knowledge, solve problems, build relationships and deliver the best outcomes possible.	All people deserve to be treated with compassion, kindness and empathy.	Openness, honesty and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments	Our actions and words reflect our commitment to a safe and fair health service for all.	Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement.

POSITION PURPOSE

Safety Link provides a variety of services including monitored medical alarms, personal duress alarms and call centre services.

As a Personal Alarm Response Monitor you will be responsible for providing timely, efficient, and high quality call centre services to our Safety Link clients.

Safety Link Monitors primarily provide phone support to our clients, but the role includes;

- Acting as the friendly voice our clients can rely on through alarms and phone calls.
- Responding by phone to medical incidents ranging from critical to minor.
- Calling Ambulance, Fire or Police services in an emergency.
- Communicating with family, villages, care organisations and other nominated contacts for our clients.
- Respond to calls and alarms for professional organisations.
- Being an active member of the monitoring team – learning and supporting other team members across a 24-hour working environment.

KEY ACCOUNTABILITIES

- Responsible for the daily monitoring of Safety Link & Grampians Health clients. This involves making and answering calls to clients and their nominated contacts, alongside communicating with Emergency Services according to Safety Link policies, procedures and standards.
- Responsible for entering updates to client data systems.
- Participate in the ongoing Quality Assurance programs.
- Participate in ongoing staff development programs.
- Maintaining NDIS and First Aid accreditation.
- Other reasonable duties as directed by the Safety Link Leadership team.

SKILLS & EXPERIENCE

- Proven ability to perform under pressure in a high-stakes environment.
- Experience working in a Call Centre or similar service-oriented organisation.
- Proficiency in using specialised software and systems.
- Demonstrated ability to work effectively with diverse populations.
- Proven capacity to collaborate with colleagues and support a positive team-oriented workplace.

KEY SELECTION CRITERIA

- Excellent communication and interpersonal skills – demonstrating empathy and care when dealing with the elderly or disabled (essential).
- Rigorous attention to detail (essential).
- Able to work in a demanding environment with targeted outcomes (essential)
- Able to work shifts on a 24/7 rotating roster of day, afternoon, and night shifts including weekends (essential).
- Experience working in a high-volume Call Centre or similar service-oriented environment (preferred).

ORGANISATIONAL REQUIREMENTS

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.
- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing and empowerment of children.
- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.
- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.
- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary a NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

OTHER RELEVANT INFORMATION

- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.
- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing, and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- An annual performance review will occur with your Manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.